



DEPARTMENT OF CONSUMER AFFAIRS CAREER EXECUTIVE ASSIGNMENT EXAMINATION ANNOUNCEMENT

California State Government supports equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, sexual orientation, medical condition or pregnancy. It is an objective of the State of California to achieve a drug-free work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing Civil Service, and the special trust placed in public servants.

DEPARTMENT:	DEPARTMENT OF CONSUMER AFFAIRS	RELEASE DATE:	Thursday, July 16, 2009
POSITION TITLE:	Deputy Director, Enforcement & Compliance (PENDING DPA & SPB APPROVAL)	FINAL FILING DATE:	Friday, July 31, 2009
CEA LEVEL:	CEA 3	EXTENDED FINAL FILING DATE:	
SALARY RANGE:	\$ 8,594.00 - \$ 9,476.00 / Month	BULLETIN ID:	07142009_3

POSITION DESCRIPTION

Serves as primary advisor to the Director and Chief Deputy Director, concerning various enforcement and disciplinary programs, and issues and trends facing the Department. Specific duties include but are not limited to the following: • Responsible for statewide policy and program oversight for the Department's enforcement and compliance programs located throughout the 40 regulatory entities with the DCA. • Develop, review, implement and suggest policies, procedures, guidelines, and management systems to provide more uniform, efficient and effective statewide operations related to enforcement and compliance efforts. • Continually explore opportunities for establishing greater consumer protection and accountability of the department's 40 distinct regulatory programs. • Have direct and frequent contact with the Attorney General's Office, the Office of Administrative Hearing Office of Administrative Law, and local law enforcement agencies to ensure the timely filing of disciplinary actions and prompt scheduling of hearings in order to maximize consumer protection. • Monitor the enforcement and disciplinary programs of the Department's boards and bureaus to ensure accountability and superior performance. • Ensure enforcement efforts are coordinated and that obstacles to timely prosecution of licensees are removed. • Ensure benchmarks are set by each program. • Ensure compliance with the standards set forth in California's Administrative Procedure Act. • Oversee the Department's Division of Investigation, which is responsible for providing sworn centralized investigation services for the Department's Boards and Bureaus.

MINIMUM QUALIFICATIONS

Applicants must meet the following minimum qualifications:

Either I

Must be a State civil service employee with permanent civil service status or who previously had permanent status in the State civil service.

Or II

Must be a current or former employee of the Legislature, with two or more consecutive years as defined in Government code § 18990.

Or III

Must be a current or former non-elected exempt employee of the Executive Branch with two or more consecutive years (excluding those positions for which salaries are set by statute) as defined in Government Code § 18992.

Or IV

Must be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code § 18991.

KNOWLEDGE AND ABILITIES

Applicants must demonstrate the ability to perform high administrative and policy – influencing functions effectively. Such overall ability requires possession of most of the following more specific knowledge and abilities:

(1) Knowledge of the organization and functions of California State Government including the organization and practices of the Legislature and the Executive Branch; principles, practices, and trends of public administration, organization, and management; techniques of organizing and motivating groups; program development and evaluation; methods of administrative problem solving; principles and practices of policy formulation and development; and personnel management techniques; the department's or agency's Equal Employment Opportunity Program objectives; and a manager's role in the Equal Employment Opportunity Program.

(2) Ability to plan, organize, and direct the work of multidisciplinary professional and administrative staff; analyze administrative policies, organization, procedures and practices; integrate the activities of a diverse program to attain common goals; gain the confidence and support of top level administrators and advise them on a wide range of administrative matters; develop cooperative working relationships with representatives of all levels of government, the public, and the Legislature and Executive branches; analyze complex problems and recommend effective courses of action; and prepare and review reports; and effectively contribute to the department's or agency's Equal Employment Opportunity objectives.

These knowledge and abilities are expected to be obtained from the following kinds of experience with substantial participation in the formulation, operation and/or evaluation of program policies (experience may have been paid or volunteer; in State service, other government settings, or in a private organization):

CEA Level 1. Supervisory/administrative experience in a line or staff activity, including the execution and/or evaluation of program policies.

CEA Levels 2 and 3. Broad administrative or program manager experience with substantial participation in the formulation, operation, and/or evaluation of program policies.

CEA Levels 4 and 5. Extensive managerial and program administrative experience which has included substantial responsibility for a combination of management functions such as program planning; policy formulation; organization coordination and control; and fiscal and personnel management. Where high technical professional qualifications are of primary importance in performing the duties of a given CEA position, then the above required experience may have been in a staff capacity exercising professional skills to influence and contribute to program, policy, and methods of providing those professional services. Primary examples are medical doctors and attorneys.

DESIRABLE QUALIFICATION(S)

- **Managerial Ability** - Possess the ability to manage diverse activities, including planning, organizing, directing and controlling program operations; the ability to manage a complex program and professional staff. Experience in strategic planning, policy development, leadership, supervision, and organizational awareness.
- **Program Analysis Skills** -- Experience in analyzing complex program issues or problems and developing policies, procedures, or specific solutions.
- **Communication Skills** -- Possess excellent oral and written communication skills demonstrating the ability to be a leader, innovator, and motivator. Use tact and persuasiveness in achieving results.
- **Technical Skills** – Understanding and demonstrated knowledge of a regulatory agency. Knowledge of investigative procedures and techniques, rules of evidence, court and administrative hearing procedures, and directing others performing investigative work. Familiarity with enforcement and disciplinary programs, law enforcement and compliance. Must possess a working knowledge of the legislative process.
- **Administrative Skills** – Familiarity in the administration of enforcement and laws, experience in statewide, complex policy and legislative issues, and experience with appointed and elected officials.

EXAMINATION INFORMATION

A minimum rating of 70% must be attained to obtain list eligibility. Hiring interviews may be conducted with the most qualified candidates. All candidates will receive written notification of their examination results. The result of this examination will be used only to fill the position of **Deputy Director, Enforcement & Compliance (PENDING DPA & SPB APPROVAL)**, with the **DEPARTMENT OF CONSUMER AFFAIRS**. Applications will be retained for twelve months.

The Results of this examination will be used only to fill this position and may be used to fill subsequent vacancies for this position for a period of up to twelve months.

The examination process will consist of an application and Statement of Qualifications evaluation. The Statement of Qualifications will be used to evaluate your education and experience as it relates to the desirable qualifications and screening criteria, and may also serve as documentation of your ability to present information clearly and concisely in writing since this is a critical factor to successful job performance. The Statement of Qualifications may be the only basis for your final score and rank on the eligible list. Interviews may be conducted as part of the examination process. (Hiring interviews may be conducted with only the most qualified candidates if it is determined necessary in order to make a selection.)

The results of this examination will be used only to fill the position of DEPUTY DIRECTOR, ENFORCEMENT AND COMPLIANCE (PENDING DPA & SPB APPROVAL), with the DEPARTMENT OF CONSUMER AFFAIRS. Applications will be retained for twelve months.

FILING INSTRUCTIONS

Application and Statement of Qualifications must be postmarked by July 31, 2009. Interagency mail received after July 31, 2009 will not be accepted. Faxed and emailed applications will not be accepted.

Interested applicants must submit:

- A completed Standard State Application (Form 678).
- A "Statement of Qualifications". The Statement is a narrative discussion of how the candidate's education, training, experience, and skills meet the minimum and desirable qualifications and qualify them for the position. The Statement of Qualifications serves as a documentation of each candidate's ability to present information clearly and concisely in writing and should be typed and no more than two pages in length.
- Resumes do not take the place of the Statement of Qualifications.

Applications must be submitted by the final filing date to:

DEPARTMENT OF CONSUMER AFFAIRS, Selection Services and Recruitment Section
1625 N. Market Blvd. Ste. N321, Sacramento, CA 95834
Margo Cooper | (916) 574-8305 | margo_cooper@dca.ca.gov

SPECIAL TESTING

If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Examination Application." You will be contacted to make specific arrangements.

GENERAL INFORMATION

If you meet the requirements stated in this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of others who take this test, and all candidates who pass will be ranked according to their scores.

The DEPARTMENT OF CONSUMER AFFAIRS reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others.

Class specs: <http://www.dpa.ca.gov/textdocs/specs/s7/s7500.txt>